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**Online Marketplace Account Coordinator**

**Position Summary**

The Online Marketplace Account Coordinator is a position based in Milwaukee, WI that will be responsible for providing 1:1 assistance to Latino business owners in creating and managing their online shop operations on a new e-commerce marketplace. It will include: learning the functionalities of the marketplace e-commerce platform; onboarding businesses to the marketplace; delivering training to business owners; and directly assisting with management of the business owners’ shop items, inventory, and sales via both desktop and app dashboards. This position will require a high level of comfort with digital technology as well as 1:1 customer service. Communications (phone calls, texting, and email) with business owners must be timely, culturally competent, and consistent to provide high quality, high touch technical assistance for Latino business owners that may be new to selling on an online marketplace.

The Online Marketplace Account Coordinator position is an exempt salaried full-time position and is limited term for a period of one year. There is a possibility for an extended duration depending upon the growth of the marketplace. Position has a matrixed reporting relationship with the Hispanic Collaborative and the Wisconsin Women’s Business Initiative Corporation (WWBIC).   
  
**Major Duties/Responsibilities:**

* Providing e-commerce technical assistance to business owners to create their online shops and manage e-commerce operations on their behalf, including but not limited to adding products, running reports, managing inventory, etc., and problem-solving any issues in a responsive and timely manner.
* Delivering training (1:1, virtual group classes, etc.) for business owners in various aspects of the e-commerce platform to build a high level of comfort and confidence with their online channel sales.
* Collaborating with Hispanic Collaborative team on development of onboarding and training materials.
* Consulting and communicating with the Hispanic Collaborative team and organizational partners on marketplace activities, including providing regular updates on tracking marketplace usage, as well as identifying areas for improvement in processes for onboarding, training, and managing shop operations for business owners.
* Assisting in development of benchmark metrics and goals to increase marketplace’s utilization and effectiveness.
* Achieving targeted business onboarding and training results, ensuring high levels of customer satisfaction for small business clients and addressing their needs promptly for continuous, uninterrupted online shop operations.

**Qualifications:**

* Ability to independently learn all aspects of technical e-commerce platform and document clear, step-by-step instructions and tasks.
* Bilingual English/Spanish proficiency – verbal and written.
* Excellent communication skills- verbal and written.
* Familiarity with Latino culture and community.
* Prior experience in customer service and/or providing technical assistance is a plus.
* Prior experience in utilizing e-commerce platform (Shopify, Etsy, etc.) is a plus.
* Ability to utilize online project management platform to manage internal tasks and communications.
* Ability to manage multiple work priorities, merchant accounts, and timeframes.
* Ability to work with: 1) computer/laptop, 2) own mobile phone/tablet that can operate and manage the marketplace’s iOS/Android app, 3) reliable internet connectivity and access. *Please note: Any mobile device data usage fees incurred will not be reimbursed.*
* Personal qualities of honesty, integrity, accountability, and credibility, and the ability to manage and handle sensitive and confidential data with the utmost care for privacy.
* Committed to the marketplace goals and vision of having e-commerce in every Latino-owned business.
* Valid driver’s license required if driving for work activities.
* References, background and/or credit check required.

**Education:**High School Diploma or GED required. Education and/or interest in Business, Marketing, Entrepreneurship is a plus.

**To Apply:** Email your resume and a cover letter to [jobs@wwbic.com](mailto:jobs@wwbic.com)